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Tender

Cash Receipting and Income Collection System (CRIMS)

Wakefield Council

F02: Contract notice

Notice identifier: 2022/S 000-005357

Procurement identifier (OCID): ocds-h6vhtk-031b89

Published 26 February 2022, 10:09pm

Section I: Contracting authority

I.1) Name and addresses

Wakefield Council

Wakefield One, Burton street

Wakefield

WF1 2EB

Contact

Pamela Roebuck

Email

proebuck@wakefield.gov.uk

Telephone

+44 1924306976

Country

United Kingdom

NUTS code

UKE45 - Wakefield

National registration number

171 3131 04

Internet address(es)

Main address

<https://www.wakefield.gov.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104123>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=43750&B=UK

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=43750&B=UK

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cash Receipting and Income Collection System (CRIMS)

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Wakefield Council is seeking a supplier to provide an innovative and user friendly ICT system for cash receipting and income management (CRIMS). This system will help the Council streamline processes, create efficiencies and therefore reduce both time and cost or processing relevant transactions. This system will be hosted in the UK and fully managed with PCI-DSS accreditation.

Residents/citizens of the Wakefield District will use the various payment channels offered by the system to make payments for Council Services. The system must then allocate these payments to the correct income stream of the Council. There is a requirement for a number of interfaces between the CRIMS and other Council systems.

Different channels must be available to residents/citizens for them to make payments and the system must be user friendly, intuitive, fast, efficient and available on all devices at all times of the day, and improve their experience of making payments.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

II.2.4) Description of the procurement

Wakefield Council is seeking a supplier to provide an innovative and user friendly ICT system for cash receipting and income management (CRIMS). This system will help the Council streamline processes, create efficiencies and therefore reduce both time and cost or processing relevant transactions. This system will be hosted in the UK and fully managed with PCI-DSS accreditation.

Residents/citizens of the Wakefield District will use the various payment channels offered by the system to make payments for Council Services. The system must then allocate these payments to the correct income stream of the Council. There is a requirement for a number of interfaces between the CRIMS and other Council systems.

Different channels must be available to residents/citizens for them to make payments and the system must be user friendly, intuitive, fast, efficient and available on all devices at all times of the day, and improve their experience of making payments.

The initial contract period will be 5 operational years (from Go-live) plus implementation. After the initial period, the contract could continue for up to a maximum of 10 years in periods, in periods of no less than 5 years. The contract period shall be for a maximum of 15 operational years.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

180

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

29 March 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

29 March 2022

Local time

12:00pm

Information about authorised persons and opening procedure

Legal, Internal Audit and Council Members may be present at the opening. Where external agencies contribute to the funding; representatives may attend to make note of the tenders and receive a copy of the subsequent written report on the tenders received. Such persons must agree to observe commercial confidentiality and be bound by the requirements of the Local Government Act 1972 as amended.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Wakefield Council

Corporate Procurement Team, Wakefield One, Burton Street

Wakefield

WF12EB

Email

procurement@wakefield.gov.uk

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Wakefield Council

Corporate Procurement Team, Wakefield One, Burton Street

Wakefield

WF12EB

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Council will incorporate a minimum 10 calendar day standstill period at the point when information on the award of contract is communicated to tenderers. If an appeal regarding the award of a contract has not been successfully resolved the Public Contract Regulations 2015 (SI 2015/102) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).